MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2015/2016

BMO2034 – MANAGING ORGANIZATIONAL BEHAVIOUR

(All sections / Groups)

30 MAY 2016
(9.00 am – 11.00 am)
(2 hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 2 pages with 5 questions only.
2. Attempt **FOUR (4)** out of FIVE (5) questions. All questions carry equal marks and the distribution of the marks for each question is given
3. Please write all your answers in the Answer Booklet provided.

ANSWER ONLY FOUR (4) QUESTIONS

QUESTION 1

a) What is global mind set? Discuss the **FOUR (4)** main features of global mind set.

(15 marks)

b) Organizations usually struggle to identify the best level and types of centralization and decentralization. What should they consider when determining the degree of decentralization?

(10 marks)

[Total: 25 marks]

QUESTION 2

a) Explain transformational leadership. Provide an example of a famous people and justify why this person is a transformational leader. Illustrate how transformational leaders encourage experimentation and build commitment to the vision.

(10 marks)

b) Identify and explain **THREE (3)** types of Third Party Intervention to resolve a conflict in the organisation.

(15 marks)

[Total: 25 marks]

QUESTION 3

a) It is commonly known that "people are our most important asset." Relate this statement to all the four perspectives of organizational effectiveness.

(20 marks)

b) What is Job Rotation? Briefly explain it with an example.

(5 marks)

[Total: 25 marks]

QUESTION 4

a) Describe McClelland's three Needs for Achievement. Provide an example for each need.

(15 marks)

b) One of the most important ideas of personality theory is that people possess specific personality traits. The most widely respected clustering of personality traits is the Five-Factor Model (FFM). Briefly explain the **FIVE (5)** factor model of personality.

(10 marks)

[Total: 25 marks]

Continued....

QUESTION 5

Organisational behaviour researchers have devoted considerable attention to the various types of influence tactics found in organisational settings. Briefly explain any **FIVE (5)** influence tactics.

[Total: 25 marks]

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